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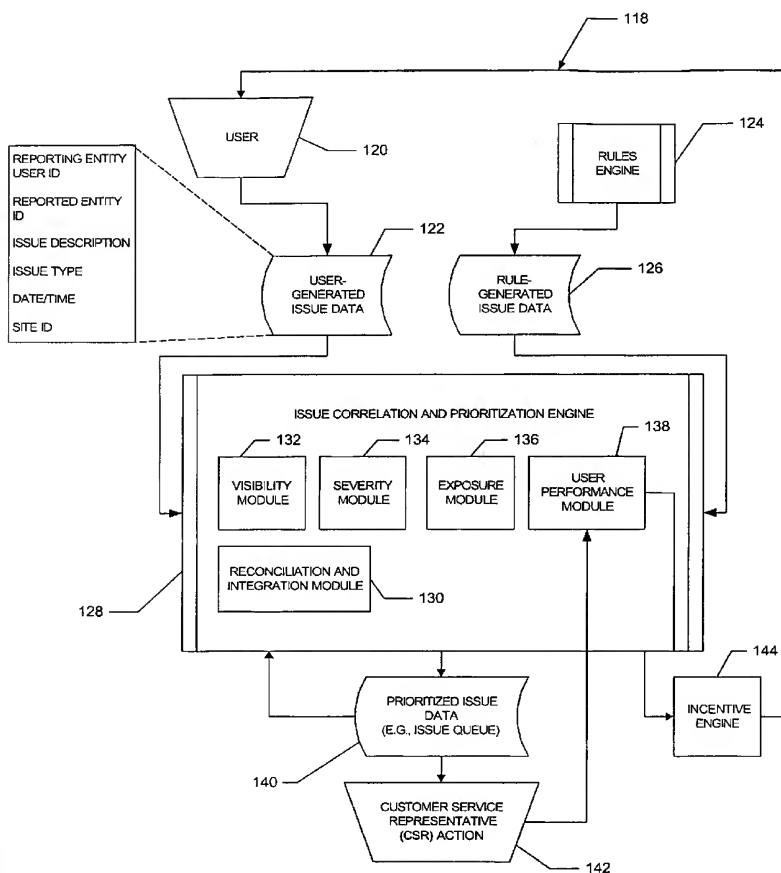
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[Continued on next page]

(54) Title: PRIORITIZATION OF RESPONSE ACTIVITIES



(57) Abstract: A method to process issue data having an issue processing system (118). A human user (120), a rules engine (124) to communicate user-generated issue data (122) and rules-generated issue data (126).

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International application No.

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B. FIELDS SEARCHED Minimum documentation searched (classification system followed by classification symbols) U.S. : 705/1, 10 Documentation searched other than minimum documentation to the extent that such documents are included in the fields searched Electronic data base consulted during the international search (name of data base and, where practicable, search terms used) WEST, CASONLINE, DIALOG													
C. DOCUMENTS CONSIDERED TO BE RELEVANT <table border="1"> <thead> <tr> <th>Category *</th> <th>Citation of document, with indication, where appropriate, of the relevant passages</th> <th>Relevant to claim No.</th> </tr> </thead> <tbody> <tr> <td>A</td> <td>US 5,895,450 A (SLOO) 20 April 1999. See entire document</td> <td>1-37</td> </tr> <tr> <td>A</td> <td>US 6,434,533 B1 (FITZGERALD) 13 August 2002. See entire document.</td> <td>1-37</td> </tr> </tbody> </table>		Category *	Citation of document, with indication, where appropriate, of the relevant passages	Relevant to claim No.	A	US 5,895,450 A (SLOO) 20 April 1999. See entire document	1-37	A	US 6,434,533 B1 (FITZGERALD) 13 August 2002. See entire document.	1-37			
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<input type="checkbox"/> Further documents are listed in the continuation of Box C. <input type="checkbox"/> See patent family annex.													
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"P" document published prior to the international filing date but later than the priority date claimed													
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Name and mailing address of the ISA/US Mail Stop PCT, Attn: ISA/US Commissioner for Patents P.O. Box 1450 Alexandria, Virginia 22313-1450 Facsimile No. (571) 273-3201	Authorized officer Tariq R. Hanif Telephone No. (703) 872-9306												